**Compass -** **Search for Prescription** **and View** **Prescription Details**

[Process](#_Toc190792435)

[Related Documents](#_Toc190792436)

**Description:** Steps to search for a prescription (Rx) and view Prescription Details.

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| **Process** |

Complete the steps below:

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| **Step** | **Action** |
|  | From the Member Snapshot Landing Page, click the **Claims** tab to view prescriptions claim(s).  A close up of a box  AI-generated content may be incorrect. |
|  | Review the list of results displayed under the **Rx #** or name of medication column in the Claims Table, then click the desired prescription number or medication name hyperlink to view the prescription and prescription details.  **Note:** Agent can use the **View by Member or Family**dropdown to filter claims by individual or family. Compass will display either the entire family or the member selected.  A screenshot of a computer  AI-generated content may be incorrect.  **Result:** A new Rx tab opens and the Claim Details display.  A screenshot of a computer  AI-generated content may be incorrect.  **Notes:**  From the Claims Details page on the Prescription Details tab, the Provider Name and Pharmacy Name will also be clickable hyperlinks to view the Provider and Pharmacy Details.   * More details on the prescription can be seen by clicking the Rx number or name on the Order Details screen only if the Rx is at our Mail Order pharmacy. Refer to [Compass - Mail Order History / Order Status (056369)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0ad0ab77-cb2e-4521-8f97-659304a0c8f8). * For additional Rx details, click the **Enterprise Rx Details Button** from the **Claims Details page**.   A screenshot of a computer  AI-generated content may be incorrect.  **Result:** Enterprise Rx Details Screen Displays  A screenshot of a computer  AI-generated content may be incorrect.   * If claim is not displayed, proceed to Step 3. |
| **3** | Search for the claim by Rx Number or Drug Name.  **Note:** A Drug Name search will search up to 2 years of Rx history by Drug Name.   * Type the Prescription Number or Drug Name (Retail or PBM Rx) in the **Search by Rx Number Search or Drug Name** field (must be an existing drug on the account), then click **Search**.   A screenshot of a computer  AI-generated content may be incorrect.  **Result:** Corresponding results will display in the Claims Table.   * + If still unable to find the claim, remember to use the other search features available on the Claims Landing Page:     - Filters     - Show Last     - Date Range     - Sorting     - Total Records     - Refresh Claims * Refer to [Compass - Claims Landing Page (049993)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c8f0ac8f-b076-4187-944d-2cf65b0ec799) for details on how to use features available on the Claims Landing Page. |

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| **Related Documents** |

**Parent Document:**  [CALL 0049 Customer Care Internal and External Call Handling](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0049)

Refer to [Compass – Search for CVS Retail Inventory and View Claim Details (RxConnect) (066768)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c10d717e-f397-4f10-8fb6-3731cd856f5c) to search the CVS Retail Inventory and view claim details.

[Customer Care Abbreviations, Definitions, and Terms Index (017428)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c1f1028b-e42c-4b4f-a4cf-cc0b42c91606)

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